**FAIRFIELD SURGERY**

***Dr J W Brassill & Dr L Saeid***

***278 Manchester Road***

***Warrington***

***Cheshire***

***WA1 3RB***

**PATIENT PARTICIPATION GROUP REPORT**

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**INTRODUCTION**

Fairfield Surgery introduced a Patient Participation Group in 2011. The purpose of this group is to ensure that our patients are involved in decisions and the range and quality of services provided by us as a practice. This includes patients being involved in decisions that lead to changes in our services and to promote proactive engagement of our patients through the group and to seek the view of our practice patients through a local survey.

**MEMBERSHIP, ENROLLMENT & MEMBERS PROFILE**

Any registered patient can be a member of our patient participation group but they must be a registered patient of the practice. To initially establish the group the practice advertised the intention to hold Patient Participation Groups on their Practice Newsletter and asked for volunteers. The practice being very close to the town centre has a varied patient profile and to encourage membership representative of our practice population the practice wrote to some patients in certain groups to invite them to become a member of this group thus enabling us to have a good representation of our practice profile of patients. This latter approach also ensured the Practice had a reasonably sized patient group which broadly represented our Practice patient profile, as the response for volunteers was slow.

We feel our member profile represents our practice profile well and our members range in age and sex. Our practice list size is approximately 2,780 patients and our patient participation group consists of 10 registered patients. Our youngest member of the group is 28 and our oldest member is 85. All members of the group are registered patients of the Practice and several members of the group are registered at the practice with their families and children.

Patients interested in joining the group may pass their details to our Practice Manager and they may be approached to join our Patient Participation Group as the opportunity arises when current members resign or leave the Practice. It is felt that a Patient Participation Group of about 10 patients is optimal. The practice website also gives details of the Patient Participation Group and how to join.

**MEETINGS**

Meetings are held regularly in the Practice (approximately once every 3 months) and Dr Brassill (senior partner) acts as the chair for the meetings. Patients in the group are also given the opportunity before and after each meeting to have a chat and discuss any issues they may wish prior to Dr Brassill joining them. The group are encouraged by Dr Brassill to focus on areas they feel we can improve realistically.

**SURVEYS**

Our first patient survey was completed in March 2012, for 2011/2012, as a result of the analysis of this first survey an action plan was implemented. This was to produce a more appropriate patient information leaflet. This action was completed and we now have an up to date, patient friendly leaflet.

Our second patient survey was completed in March 2013, for 2012/2013, the results of this survey resulted in an action plan for a new Practice website. This action has now been completed and we have a new website which is easy to use, allowing patients to order their repeat prescriptions online and offering a wealth of useful patient information.

Our 2014 survey comprised 50 questionnaires being completed by giving these out to patients during one week in February 2014 to the first 50 patients who agreed to complete the form over the age of sixteen. The questionnaire used is a standard patient questionnaire used about surgery performance.

This current survey was completed in March 2014, for 2013/2014 with pleasing results:

98% of our patients rate our appointments system from excellent to satisfactory with only 2% of patients scoring our appointments system as poor.

100% of our patients rated their experiences with their Doctor, Receptionist or Other as excellent to satisfactory.

92% of patients felt the time they had to wait for their consultation to begin, from arriving at the surgery, ranged from excellent to satisfactory with 8% feeling the time they waited was poor.

100% of our patients rated Fairfield Surgery as excellent to satisfactory. 99% rated us as Excellent or Good and 1% as satisfactory.

We received 9 comments in the section on how we can improve and do things better and the majority of these comments were about our appointments system, offering more appointments to be booked in advance, earlier/later appointments and an extended appointments system.

We received more than 20 positive comments complimenting the surgery, its organisation, staff, facilities and services.

**ACTION PLAN**

Dr Brassill will met with our Patient Participation Group to look at the results of this survey and look at suggestions that will contribute to an action plan. On the whole our survey is extremely positive and the only negative comments that we can address are in respect of our appointments system.

Our suggestion to address this is to introduce an online appointment booking system to allow our patients to book in advance online and out of hours. This is a system used currently by a few local practices, however, we have been reluctant to use this due to the potential for patients to book and then not attend. If this system is adopted we would need to monitor this carefully as to maintain a good quality appointments system we cannot afford wasted appointments.

The patient group was concerned that this be piloted before being adopted to which we have agreed.

**OPENING HOURS**

Our opening hours are 8am – 6.30pm Monday to Friday. Patients can contact the surgery at all times during these hours by phone or in person.

**EXTENDED HOURS**

Dr Brassill has an extended hours surgery on a Tuesday evening 6.30 – 8.00pm two weeks out of every three and Dr Saeid offers an extended surgery every third Wednesday 6.30 – 8.00am.

The Doctors and staff would like to thank our Patient Participation Group for giving us their valuable support and their time in attending meetings and contributing to our successful surgery.